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26 March 2019

INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

for individual consultants and individual consultants assigned by consulting firms/institutions

Country:	Viet Nam
Description of the assignment:	National Consultant for Skype for Business Online and Audiocodes SBCs Administrator (Local Consultant)
Period of assignment/services	From 1 May 2019 for one year with possible extension
Duty Station	Hanoi
Tender reference:	A-190305

1. Submissions should be sent by email to: quach.thuy.ha@undp.org no later than:

7 April 2019

With subject line:

A-190305 - Skype for Business Online and Audiocodes SBCs Administrator

Submission received after that date or submission not in conformity with the requirements specified in this document will not be considered.

Note:

- Any individual employed by a company or institution who would like to submit an offer in response to this Procurement Notice must do so in their individual capacity, even if they expect their employers to sign a contract with UNDP.
- Maximum size per email is **30 MB**.
- Any request for clarification must be sent in writing, or by standard electronic communication to the address or e-mail indicated above. Procurement Unit – UNDP Viet Nam will respond in writing or by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultants.
- After submitting proposal, bidder should send notification by email (without attachment) to: procurement.vn@undp.org informing that the bidder has submitted proposal. UNDP will not be responsible for the missing of proposal if the bidder does not send notification email to above address.
- Female consultants are encouraged to bid for this required service. Preference will be given to equally technically qualified female consultants.

2. Please find attached the relevant documents:

- [Terms of Reference \(TOR\)](#)..... (Annex I)
- [Individual Contract & General Conditions](#)..... (Annex II)
- [Reimbursable Loan Agreement](#) (for a consultant assigned by a firm)..... (Annex III)
- [Letter to UNDP Confirming Interest and Availability](#)..... (Annex IV)
- [Financial Proposal](#)..... (Annex V)

3. Interested individual consultants must submit the following documents/information **(in English, PDF Format)** to demonstrate their qualifications:

a. Technical component:

- Signed Curriculum vitae
- Signed Letter to UNDP Confirming Interest and Availability
- Reference contacts of past 4 clients for whom you have rendered preferably the similar service (including name, title, email, telephone number, address...)

b. Financial proposal (with your signature):

- The financial proposal shall specify a total lump sum amount in **Vietnamese dong for National Consultant** including consultancy fees and all associated costs i.e. airfares, travel cost, meal, accommodation, tax, insurance etc. – see format of financial offer in Annex V.
- Please note that the cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable as a direct cost of the assignment.
- If quoted in other currency, prices shall be converted to the above currency at UN Exchange Rate at the submission deadline.

4. Evaluation

The technical component will be evaluated using the following criteria:

Skill Matrix		
#	Evaluation criteria	Scores
	Qualifications of the Skype For Business resource	
A	Total Scores for 1st ten skills	750
1.	Skype for Business on-prem (including Enterprise voice) administration	100
2.	Microsoft Cloud Connector and Cloud PBX administration	100
3.	Audiocodes or Sonus Cloud Connector	100
4.	Session Border Controllers (ie CUCM, Sonus, Audiocodes, Mitel, ACME, Asterix) administration	100
5.	Cisco Unified Collaboration infrastructure Administration	100
6.	Polycom Unified Collaboration infrastructure Administration	50
7.	Network Routers & VPN Installation and configuration (including routing protocols)	50
8.	SIP Protocol and/or H.323 Protocols knowledge	50
9.	Legacy IP PBX (ie Avaya, Ericsson, Alcatel) administration	50
10.	Windows Server installation, configuration and administration	50
B	Total scores of remaining 11 skills	250
11.	Linux Servers installation and configuration	40
12.	Skype for Business Online administration	30
13.	O365 administration	30
14.	Microsoft Exchange Server and Configuration	30
15.	Microsoft System Center administration	30
16.	PowerShell scripting	20
17.	Azure AD and AD Connect	20
18.	Active Directory Services	20
19.	HyperV management	10

20.	DNS and DHCP server management	10
21.	Microsoft PKI	10
	Total scores (A + B)	1000

Evaluation process:

Step 1: Mandatory requirements:

- i) Consultants are required to have at least one of the first 10 skills;
- ii) Consultants are required to have at least three years of experience in one of the 5 options listed in section 9 of the TOR.

Only consultants meeting mandatory requirements (i) + (ii) will be further evaluated.

Step 2: Score candidates passing step 1

Candidates achieving **minimum 100 points** will pass step 2

Step 3: Interview to test English skills **(200 points)** and technical skills **(300 points) – maximum: 500 points**

Consultants passing step 2 will undertake interview to test their English and technical skills

Total technical scores (max. 1500 points) = total scores under step 2 + scores under step 3 (accounts for 70%)

Step 4: Financial evaluation (**Max. 1500 points** for lowest offer) – accounts for 30%

Three consultants achieving the highest combined technical and financial scores will be selected. The ratio of technical and financial aspects is 70% and 30%.

5. Contract

“Daily rate” Individual Contract will be applied for freelance consultant (Annex II)

“Lump-sum” RLA will be applied for consultant assigned by firm/institution/organization (Annex III)

Documents required before contract signing:

- Full medical examination and Statement of Fitness to work for consultants from and above 65 years of age and involve travel. (This is not a requirement for RLA contracts).
- Release letter in case the selected consultant is government official.

6. Payment

UNDP shall effect payments to the consultant (by bank transfer to the consultant’s bank account provided in the vendor form upon acceptance by UNDP of the deliverables specified the TOR.

The consultant will be paid monthly based on the actual number of working days and overtime hours recorded in the timesheet with the successful service delivery and submission of service report.

This monthly timesheet and service report will be certified by the UN Contracting Officer’s Representative.

If two currencies exist, UNDP exchange rate will be applied at the day UNDP instructs the bank to effect the payment.

7. Your proposals are received on the basis that you fully understand and accept these terms and conditions.



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TERM OF REFERENCES

Title of Consultancy:	National Consultant for Skype for Business Online and Audiocodes SBCs Administrator
Type of Contract:	Individual Contract
Duration of the assignment:	From 1 May 2019 for one year with possible extension
Duty station:	Green One UN House (GOUNH), 304 Kim Ma, Hanoi, Vietnam
Reporting to:	Head of Unified Communications Unit

1. Job Title Description

As part of the delivery of its Enterprise Communication Service, ICC requires Unified Communications consultancy services for deploying, maintaining and supporting the unified communication infrastructure.

2. Objectives of the Assignment

The selected consultants will be responsible for performing system administration tasks related to Skype for Business Online, Cloud PBX, Cloud Connector and Audiocodes SBCs. The working time is 8 hours per day (7AM to 4PM UTC+7 - ICT), 5 days a week from Monday to Friday. In addition, the selected consultant will perform 7 x 24 on call support when required by the Unified Communications Service Manager.

3. Scope of Work

- Support, maintain and optimize the deployed Microsoft Lync/Skype for Business on-premises, hybrid and online infrastructures.
- Support and maintain the deployed AudioCodes/Sonus Voice Gateways, Survivable Branch Appliances and Cloud Connector Edition Appliances.
- Resolve incidents, implement and participate on the problem resolutions.
- Design, develop and deploy Skype for Business and Unified Messaging On-premises, Hybrid and Online solutions for ICC and its partner organizations.
- Collaborate with other teams to implement service and system monitoring, alerting and reporting of the Lync/Skype for Business service
- Collaborate with other teams to define and develop documented procedures
- Stand-by services during weekends, official holidays and outside business hours if required.

4. Duration of Assignment, Duty Station and Expected Places of Travel

The initial period is 01 year with possible extension subject to requirements of UNICC and the contractor's satisfactory performance.

The location will be UN Viet Nam compound, 304 Kim Ma, Ha Noi, Viet Nam and sometimes at other offices in Ha Noi as required by the UN supervisor of the contract. The UN will provide transportation if the selected consultant is required to work outside the GOUNH.

5. Final Products

The selected consultants will work on site at UN Viet Nam compound and provides all services/requirement as indicated on the scope of work.

6. Provision of Monitoring and Progress Controls

Reporting and monitoring:

- Each month the selected consultant will send his time tracking to the Skype for Business service manager

If the selected consultant does not provide good service to UN Viet Nam or does not meet the UN daily work requirements, the UN Viet Nam office has the right to terminate the contract due to unsatisfactory performance and/or negligent behavior.

7. Admin Support and Reference documents

The UN Viet Nam will provide below equipment to facilitate the work.

- Chair
- Desk
- Laptop
- Soft phone
- Basic stationeries
- Access to wifi Internet
- Utilities and access to basic office infrastructures required in a normal office setting.

The onsite personnel are required to follow all UN Viet Nam rules and regulations including code of conduct, information security policy, and abide by UN security and safety regulations

8. Review time required and payment term

The consultant will be paid monthly based on the actual number of working days and overtime hours recorded in the timesheet with the successful service delivery and submission of service report.

This monthly timesheet and service report will be certified by the UN Contracting Officer's Representative.

9. Required Degree of Expertise and Qualifications

The resource shall have implementation, support and troubleshooting experience in large operational environments in at least in **one** of the following technical areas:

Option #1: Microsoft Lync, Skype for Business (SfB) (On-premises and Online)

Option #2: Network Infrastructure with specialization in Voice (IP/PBX, SBCs and VoIP). Good knowledge of SIP protocol

Option #3: Network Infrastructure with specialization in routing and switching

Option #4: Windows Server 2012 or 2016 administration. Good knowledge of Active Directory Services and HyperV.

Option #5: Microsoft Exchange Server 2013 and/or 2016

Option #1: Microsoft Lync, SfB - profile details

The resource shall have experience in:

- Deploying and testing Microsoft Lync\Skype for Business in Expanded configuration in multi-location environments with Edge servers, Directors, and hardware load balancers.
- Supporting and deploying SfB Enterprise Voice, Cloud PBX, Cloud Connector Editions, including integration with ancillary systems such as telephony gateways and PBX systems.
- Good knowledge of SIP Protocol

Option #2: Network Infrastructure with specialization in Voice (IP/PBX, SBCs and VoIP) – profile details

The resource shall have experience in:

- Cisco Call Manager configuration and administration or any other VoIP Telephony System (i.e. SONUS, Audiocodes, Avaya, Polycom, Oracle ACME, Asterisk etc.)

Good knowledge of SIP Protocol and/or H.323 Protocols

Option #3: Network Infrastructure (routing and switching)

The resource shall have experience in:

- Maintaining and administrating large ICT Infrastructures (i.e. switches, routers, firewalls, load balancers management).
- Good knowledge of at least one of the top enterprise routing and switching solutions (i.e. Cisco: Nexus Routers, Catalyst switches or Juniper MX, ACX, PTX or HPE products)
- Good knowledge of routing protocols such as BGP, RIP, EIGRP, OSPF.
- Network management and troubleshooting tools such as CISCO Collector, Wireshark, TCPDUMP etc.

Option #4: Windows Server 2012/2016 Administration and Active Directory Services Management

The resource shall have experience in:

- Windows Server 2008/2012/2016 installation and configuration administration
- Good knowledge of physical server management tools (i.e. HP ILO or Dell iDRAC)
- Good knowledge of Microsoft Active Directory (AD) Services (AD Group Policy management and Audit)
- DNS and DHCP server management

Option #5: Microsoft Exchange Server 2013 and/or 2016

The resource shall have experience in:

- Exchange Server 2013/2016 installation and configuration
- Good knowledge of SMTP relays

The candidate is required at least three years of experience in one of the areas listed above.

Key Competencies

The resource should have the following competencies and skills:

- Good communication skills (oral and written communication)
- Teamwork and knowledge sharing
- Analytical and Problem solving
- Proactivity
- Adaptability (work in a continuously changing environment)
- Ability to work under pressure
- Customer interaction (i.e. The ability to assess and gather customer requirements and follow through projects to completion)
- Self-driven and motivated to learn

Desirable skills, knowledge and experience:

- Lync, SfB, O365 Certifications
- Windows Server Administration certification
- Cisco CCNA and/or CCNP, Juniper or HPE certifications
- ITIL service management methodology
- PMI or Prince 2 Project management certification
- ISO 2000 Certification
- Presales experience
- Technical account management experience
- Work experience in large international environments

Evaluation criteria

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ANNEX IV

OFFEROR'S LETTER TO UNDP CONFIRMING INTEREST AND AVAILABILITY FOR THE INDIVIDUAL CONTRACTOR (IC) ASSIGNMENT

Date _____

(Name of Resident Representative/Bureau Director)

United Nations Development Programme

(Specify complete office address)

Dear Sir/Madam:

I hereby declare that:

- A) I have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities of [*indicate title of assignment*] under the [*state project title*];
- B) I have also read, understood and hereby accept UNDP's General Conditions of Contract for the Services of the Individual Contractors;
- C) I hereby propose my services and I confirm my interest in performing the assignment through the submission of my CV which I have duly signed and attached hereto as Annex 1;
- D) In compliance with the requirements of the Terms of Reference, I hereby confirm that I am available for the entire duration of the assignment, and I shall perform the services in the manner described in my proposed approach/methodology which I have attached hereto as Annex 3 [*delete this item if the TOR does not require submission of this document*];
- E) I hereby propose to complete the services based on the following payment rate: [*please check the box corresponding to the preferred option*]:
 - ☐ An all-inclusive daily fee of [*state amount in words and in numbers indicating currency*]
 - ☐ A total lump sum of [*state amount in words and in numbers, indicating exact currency*], payable in the manner described in the Terms of Reference.
- F) For your evaluation, the breakdown of the abovementioned all-inclusive amount is attached hereto as Annex V;
- G) I recognize that the payment of the abovementioned amounts due to me shall be based on my delivery of outputs within the timeframe specified in the TOR, which shall be subject to UNDP's review, acceptance and payment certification procedures;
- H) This offer shall remain valid for a total period of _____ days [*minimum of 90 days*] after the submission deadline;
- I) I confirm that I have no first degree relative (mother, father, son, daughter, spouse/partner, brother or sister) currently employed with any UN agency or office [*disclose the name of the relative, the UN office employing the relative, and the relationship if, any such relationship exists*];
- J) If I am selected for this assignment, I shall [*please check the appropriate box*]:

- ☐ Sign an Individual Contract with UNDP;
- ☐ Request my employer *[state name of company/organization/institution]* to sign with UNDP a Reimbursable Loan Agreement (RLA), for and on my behalf. The contact person and details of my employer for this purpose are as follows:

K) I hereby confirm that *[check all that applies]*:

- ☐ At the time of this submission, I have no active Individual Contract or any form of engagement with any Business Unit of UNDP;
- ☐ I am currently engaged with UNDP and/or other entities for the following work:

Assignment	Contract Type	UNDP Business Unit / Name of Institution/Company	Contract Duration	Contract Amount

- ☐ I am also anticipating conclusion of the following work from UNDP and/or other entities for which I have submitted a proposal:

Assignment	Contract Type	Name of Institution/ Company	Contract Duration	Contract Amount

L) I fully understand and recognize that UNDP is not bound to accept this proposal, and I also understand and accept that I shall bear all costs associated with its preparation and submission and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

M) *If you are a former staff member of the United Nations recently separated, please add this section to your letter:* I hereby confirm that I have complied with the minimum break in service required before I can be eligible for an Individual Contract.

N) I also fully understand that, if I am engaged as an Individual Contractor, I have no expectations nor entitlements whatsoever to be re-instated or re-employed as a staff member.

O) Are any of your relatives employed by UNDP, any other UN organization or any other public international organization?

YES ☐ NO ☐ If the answer is "yes", give the following information:

Name	Relationship	Name of International Organization

P) Do you have any objections to our making enquiries of your present employer?

YES ☐ NO ☐

Q) Are you now, or have you ever been a permanent civil servant in your government's employ?

YES ☐ NO ☐ If answer is "yes", WHEN?

- R) REFERENCES: List three persons, not related to you, who are familiar with your character and qualifications.

Full Name	Full Address	Business or Occupation

- S) Have you been arrested, indicted, or summoned into court as a defendant in a criminal proceeding, or convicted, fined or imprisoned for the violation of any law (excluding minor traffic violations)?

YES ☐ NO ☐ If "yes", give full particulars of each case in an attached statement.

I certify that the statements made by me in answer to the foregoing questions are true, complete and correct to the best of my knowledge and belief. I understand that any misrepresentation or material omission made on a Personal History form or other document requested by the Organization may result in the termination of the service contract or special services agreement without notice.

DATE: _____

SIGNATURE: _____

NB. You will be requested to supply documentary evidence which support the statements you have made above. Do not, however, send any documentary evidence until you have been asked to do so and, in any event, do not submit the original texts of references or testimonials unless they have been obtained for the sole use of UNDP.

Annexes *[please check all that applies]:*

- ☐ CV shall include Education/Qualification, Professional Certification, Employment Records /Experience
- ☐ Breakdown of Costs Supporting the Final All-Inclusive Price as per Template

GUIDELINES FOR CV PREPARATION

WE REQUEST THAT YOU USE THE FOLLOWING CHECKLIST WHEN PREPARING Your CV:

Limit the CV to 3 or 4 pages

NAME (First, Middle Initial, Family Name)

Address:

City, Region/State, Province, Postal Code

Country:

Telephone, Facsimile and other numbers

Internet Address:

Sex, Date of Birth, Nationality, Other Citizenship, Marital Status

Company associated with (if applicable, include company name, contact person and phone number)

SUMMARY OF EXPERTISE

Field(s) of expertise (be as specific as possible)

Particular development competencies-thematic (e.g. Women in Development, NGOs, Privatization, Sustainable Development) or technical (e.g. project design/evaluation)

Credentials/education/training, relevant to the expertise

LANGUAGES

Mother Tongue:

Indicate written and verbal proficiency of your English:

SUMMARY OF RELEVANT WORK EXPERIENCE

Provide an overview of work history in reverse chronological order. Provide dates, your function/title, the area of work and the major accomplishments include honorarium/salary. References (name and contact email address) must be provided for each assignment undertaken by the consultant that UNDP may contact.

UN SYSTEM EXPERIENCE

If applicable, provide details of work done for the UN System including WB. Provide names and email address of UN staff who were your main contacts. Include honorarium/salary.

UNIVERSITY DEGREES

List the degree(s) and major area of study. Indicate the date (in reverse chronological order) and the name of the institution where the degree was obtained.

PUBLICATIONS

Provide total number of Publications and list the titles of 5 major publications (if any)

MISCELLANEOUS

Indicate the minimum and maximum time you would be available for consultancies and any other factors, including impediments or restrictions that should be taken into account in connection with your work with this assignment.

Annex V

FINANCIAL OFFER

Having examined the Solicitation Documents, I, the undersigned, offer to provide the services in the TOR with the below rates.

These rates should cover all associated costs for the required service (social and health insurance, meal, accommodation, local travel, taxes...etc).

Cost breakdown:

No.	Description	Daily rate (VND)	Hourly overtime rate (VND) outside working hours (Max. 1 week on-call and 3 hours overtime/month)
1	Consultancy fee		
2	Working overtime on weekdays (from Monday to Friday)		
2	Working overtime on weekend (Saturdays and Sundays)		
3	Working overtime on Public holidays (as regulated by labor laws)		

I undertake, if my proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

I agree to abide by this proposal for a period of 120 days from the submission deadline of the proposals.

Dated this day /month of year

Signature

(The costs should only cover the requirements identified in the Terms of Reference (TOR))